

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Emerald Precision Casting Co.

Utah Manufacturing Extension Partnership

Emerald Precision Casting Expands Business With Iso Certification

Client Profile:

Emerald Precision Casting is a major supplier of ferrous and non-ferrous investment castings located in Spanish Fork, Utah. Originally founded as Utah Valley Casting in 1985, the company changed hands several times before being privately purchased in 1996 and renamed Emerald Precision Casting. Now the company, which employs 45 people, produces approximately \$5 million in sales per year and continues to provide a high-quality product to the global aerospace and commercial industries.

Situation:

Many of Emerald Precision Casting (EPC)'s customers began requesting ISO certification from their suppliers. Customers such as Cessna, Lockheed Martin, and Goodrich Aerospace, among others, constitute the bulk of Emerald's sales--nearly 60 percent of the total business. With a strong motivation to remain on the supplier lists of its key customers, EPC decided to implement a quality management system and obtain ISO 9001:2000 certification. The company contacted the Manufacturing Extension Partnership of Utah (MEP Utah), a NIST MEP network affiliate, for assistance.

Solution:

MEP Utah met with EPC to discuss its expectations for implementing a quality assurance system that would meet customer requirements. One of MEP Utah's first steps was to compile information and create a quality manual. Through the efforts of a core management team of seven or eight key individuals, EPC completed a quality manual, quality policy, and quality objectives. Then MEP Utah helped compile all the forms, procedures, logs, and records to fulfill all the requirements of the ISO standard. Finally, MEP Utah trained EPC personnel in the finer points of internal auditing, and performed an internal audit across all areas of plant operation.

Once all the elements were in place, EPC underwent a rigorous three-day registration audit of its quality system by Perry Johnson Registrars, Inc., a third-party auditing body. MEP Utah was on-site to lend assistance, if necessary, during the audit. Perry Johnson found no major noncompliances and all minor findings were corrected--with the help of MEP Utah--before the lead auditor left the facility. EPC obtained its ISO 9001:2000 certification. EPC and its customers are very pleased with the ISO 9001:2000 Quality Management System implemented. As a result of MEP Utah training and quality

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assurance system implementation, EPC has been able to retain 100 percent of its aerospace business and win additional contracts that require bidders to be ISO certified.

Results:

Achieved ISO 9001:2000 certification.

Retained 100 percent of contracts with customers comprising 60 percent of total revenues.

Won additional contracts as a direct result of ISO certification.

Reduced lead time.

Increased throughput.

Reduced defect rate.

Testimonial:

"To remain a key supplier to many of our aerospace and commercial customers, it was a requirement to become ISO 9001:2000 approved and/or Malcolm Baldrige approved. We also saw significant advantages in becoming approved; we felt it would improve our throughput and decrease quality costs. The Manufacturing Extension Partnership of Utah came in and took us step by step through the quality process, using ISO requirements and our existing quality system.

Within eight months we succeeded in implementing ISO 9001:2000 and now have been approved."

Bruce Bradley, Quality Assurance Manager